

Error Messages

“ODSEerror-1003 Invalid database logon”

If you have users that receive this message "ODSEerror-1003:Invalid database logon", they are still using their default password and they need to go into FDW and select a new password. If they have Brio Insight installed they can go to the IBM DB2/ client configuration assistant and perform a test connection. The test connection screen has an option to change password.

“ODSEERROR-0 Internal Server Error”.

User could be using the old version of Brio. Verify what version they are using.

“User ID Unknown”

User has not been established at NITC. Contact your local computer support and they will contact the ARS NFC Team at arsnfcteam@ars.usda.gov or 301-504-1074.

“User ID Revoked”

ID needs to be reset. Contact your local computer support and they will contact the ARS NFC Team at arsnfcteam@ars.usda.gov or 301-504-1074.

“Reports with no data”

User has not entered the correct parameters when generating the report.

“Report takes a long time to generate”

User is most likely selecting extraneous data elements which causes the report to bomb.

“When I try to do the "auto" update to BRIO 6.5 and select the OnDemand Server and then New Login, a blank box comes up. It never does ask me for a username and password. I am using Netscape 4.75. What is wrong?”

The On Demand Server may be experiencing problems. My suggestion is use another browser or try again at another time.

“Some of us using the zip files for the Brio Installation and plug-ins were not able to unzip the zip file. WinZip was turning them into a cab file and would not extract”

Try using WinZip 8.1 or another file compression software.

If you select a report and get the following screen when using IE 5.5 SP2 or higher, you need to install the plug-in (Brio.Insight.en.zip or Brio.Quickview.en.zip)

